

**In the Claims:**

1. (CURRENTLY AMENDED) A method of operating an access system including an access server to provide access between user systems and a plurality of service networks that provide services to users, the method comprising:
  - receiving a first alias selection from a first user using a first network device into the access server;
  - retrieving a first customized list of aliases for the first user wherein the first list of aliases are associated with actions;
  - determining the action associated with the first alias selection from the customized list of aliases for the first user;
  - translating the first alias selection into a first command string for the action for the first user;
  - processing the first alias selection command string to execute the action for the first user in a one of the plurality of service networks;
  - receiving a second alias selection from a second user using a second network device into the access server;
  - retrieving a second customized list of aliases for the second user wherein the second list of aliases are associated with actions;
  - determining the action associated with the second alias selection from the customized list of aliases for the second user;
  - translating the second alias selection into a second command string for the action for the second user; and
  - executing processing the second command string to execute the action for the second user in the one service network wherein the action for the second user is the same as the action for the first user and wherein the first alias selection is not the same as the second alias selection.

2. – 4. (PREVIOUSLY CANCELED)

5. (ORIGINAL) The method of claim 1 wherein the action comprises a program.

6. (ORIGINAL) The method of claim 1 wherein the action comprises a macro.

7. (ORIGINAL) The method of claim 1 wherein the action comprises a service.

8. - 14. (PREVIOUSLY CANCELED)

15. (CURRENTLY AMENDED) An access system for providing access between user systems and a plurality of service networks that provide services to users, the access system comprising:

a first network device configured to select a first alias from a first graphically presented network shell, transmit a packet including the first alias selection to an access server from the network device;

a second network device configured to select a second alias from a second graphically presented network shell, transmit a packet including the second alias selection to an access server from the network device;

the access server connected to the user systems and the plurality of communication networks and configured to determine if a first user associated with the first network device is recognized, if the first user is recognized, retrieve the first network shell for the first user from a user access profile for the first user from an access database wherein the first network shell is customized for the first user, receive the first alias selection from the first user into the access server for the first network shell that includes alias selections associated with actions, retrieve a first customized list of aliases for the first user wherein the first list of aliases are associated with actions, process the first alias selection to determine the action associated with the first alias selection from the first customized list of aliases, translate the first alias selection into a first command string for the action for the first user, process the first command string to execute the action for the first user associated with the first alias selection in one of the plurality of service networks, determine if a second user associated with the second network device is recognized, if the second user is recognized, retrieve a second network shell for the second user from a user access profile for the second user from the access database wherein the second network shell is customized for the second user, receive the second alias selection from the second user into the access server for the second network shell that includes alias selections associated with actions and, retrieve a second customized list of aliases for the second user wherein the second list of aliases are associated with actions, process the second alias selection to determine the action associated with the second alias selection from the second customized list of aliases, translate the second alias selection into a second command string for the action for the second user, process

~~the second command string to execute the action for the second user in the one service network associated with the second alias selection wherein the action for the second user is the same as the action for the first user and wherein the first alias selection is not the same as the second alias selection; and~~

~~a database system connected to the access server.~~

16. - 18. (PREVIOUSLY CANCELED)

19. (ORIGINAL) The access system of claim 15 wherein the action comprises a program.

20. (ORIGINAL) The access system of claim 15 wherein the action comprises a macro.

21. (ORIGINAL) The access system of claim 15 wherein the action comprises a service.

22. - 42. (PREVIOUSLY CANCELED)

43. (CURRENTLY AMENDED) A software product for providing access between a user system and a plurality of service networks that provide services to a user, the software product comprising:

access server software operational when executed by a processor to direct the processor to receive a first alias selection from a first user using a first network device into the access server, retrieve a first customized list of aliases for the first user wherein the first list of aliases are associated with actions, determine the action associated with the first alias selection from the customized list of aliases for the first user, translate the first alias selection into a first command string for the action for the first user, process the first alias selection command string to execute the action for the first user in a one of the plurality of service networks, receive a second alias selection from a second user using a second network device into the access server, retrieve a second customized list of aliases for the second user wherein the second list of aliases are associated with actions, determine the action associated with the second alias selection from the customized list of aliases for the second user, translate the second alias selection into a second command string for the action for the second user, and process the second alias selection command string to execute the action for the second user in the one service network wherein the action for the second user is the same as the action for the first user and wherein the first alias selection is not the same as the second alias selection; and

a software storage medium operational to store the access server software.

44. (PREVIOUSLY PRESENTED) The software product of claim 43 wherein the action comprises a program.

45. (PREVIOUSLY PRESENTED) The software product of claim 43 wherein the action comprises a macro.

46. (PREVIOUSLY PRESENTED) The software product of claim 43 wherein the action comprises a service.